

# Solid Ground Job Satisfaction Survey 2010

## I. Demographics

Note: Demographics Part A is mandatory and must be completed to access the rest of the survey. Demographics Parts B, C, D & E are optional although we do appreciate any information you are willing to provide.

### A. I work in the following Department (required)...

- ☐ Advocacy
- ☐ Hunger Action Center
- ☐ Housing
- ☐ Resource Development
- ☐ Human Resources/Office Support
- ☐ Finance
- ☐ Transportation
- ☐ Volunteer Resources
- ☐ Administration
- ☐ Other

### B. My Job is (select all that apply)...

- ☐ Administrative (Finance, HR, Office Support)
- ☐ Direct Service (Case Managers, Drivers, Benefits Attorneys, etc.)
- ☐ Indirect Service (Program Staff, but not direct service)
- ☐ Supervisor
- ☐ Manager
- ☐ Director

### C. I have worked at my current job for...

- ☐ Less than 6 months
- ☐ 6 months - 1 year
- ☐ 1-2 years
- ☐ 2-5 years
- ☐ 5-10 years
- ☐ 10+ years

## Solid Ground Job Satisfaction Survey 2010

### D. I have worked at Solid Ground for...

- ☐ Less than 6 months
- ☐ 6 months - 1 year
- ☐ 1-2 years
- ☐ 2-5 years
- ☐ 5-10 years
- ☐ 10+ years

### E. My Race/Ethnicity is...

- ☐ White
- ☐ Black
- ☐ African
- ☐ Hispanic
- ☐ Asian or Pacific Islander
- ☐ Southeast Asian
- ☐ Native American
- ☐ Multiracial
- ☐ Other (please specify)

# Solid Ground Job Satisfaction Survey 2010

## II. Job Satisfaction

### A. Organization Support

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. I have adequate time/resources to do my job well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. At work, I have the opportunity to put my skills to good use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have an opportunity to influence decisions that directly impact my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have the proper materials and equipment I need to do my job right.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have received sufficient training to do my job effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I know whom to call to get help solving problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I have the time and support to participate in agency committee work, training, or other professional development opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I feel our rules and procedures help rather than hinder my doing a good job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I am given opportunities to learn and develop new skills for future advancement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

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# Solid Ground Job Satisfaction Survey 2010

## B. Direct Supervisor Support

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. My supervisor treats me with dignity and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My supervisor encourages my involvement in solving a problem or improving a situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My supervisor helps me whenever I ask for help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My supervisor does his/her best to make Solid Ground a good place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My supervisor is quite competent in doing his/her job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My supervisor removes obstacles so I can do my job better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I receive timely, specific, fair and on-going feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My supervisor encourages my career development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My supervisor and I review my top goals and discuss how they contribute to the agency's success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My supervisor provides me with positive feedback on a job well done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

# Solid Ground Job Satisfaction Survey 2010

## C. Manager/Director Support

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. My Manager/Director treats me with dignity and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My Manager/Director encourages my involvement in solving a problem or improving a situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My Manager/Director helps me whenever I ask for help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My Manager/Director does his/her best to make Solid Ground a good place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My Manager/Director is quite competent in doing his/her job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My Manager/Director removes obstacles so I can do my job better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My Manager/Director encourages my career development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

# Solid Ground Job Satisfaction Survey 2010

## D. Morale

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. Collaboration/working relationships between programs or departments is strong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have a good working relationship with my coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My coworkers and I take the initiative to solve work place problems together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have had professional development/training opportunities at work within the past year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Compared to other agencies in my area, I feel Solid Ground is accommodating to my work and family balance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I feel Solid Ground is generally responsive to my work and personal concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am proud to work for Solid Ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I feel a strong sense of belonging to this organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I would refer a friend to come work at Solid Ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I provide constructive suggestions about how my department can improve its effectiveness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Overall, I am satisfied with working at Solid Ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

12. The one thing I like about Solid Ground is...

## Solid Ground Job Satisfaction Survey 2010

13. The one thing I would like to change about Solid Ground is:

# Solid Ground Job Satisfaction Survey 2010

## III. Recognition

### A. Recognition

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. I feel I am being paid a fair amount for the work I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My pay is the same or better than other agencies in our market.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My benefits are the same or better than other agencies in our market.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Doing my job well leads to recognition and respect from those I work with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Decisions made about promotions or job changes within this organization are fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Formal recognition programs in the agency (Employee Recognition Award, Year End Awards) are an effective way to recognize staff for good work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I make an effort to nominate coworkers for recognition awards within the agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you answer with a Disagree, or Strongly Disagree? Please elaborate:

**B. I prefer that the agency show appreciation for my work, or recognize me, in the following way(s)...**



# Solid Ground Job Satisfaction Survey 2010

## IV. Direct Service Staff (Customer Service)

### A. Are you a Direct Services Provider? (required)

☐ Yes

☐ No

### B. For Direct Service Staff only

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. I am able to make decisions required to meet or exceed client or customer requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My efforts to do a good job for clients are NOT blocked by unnecessary contract requirements or agency policies/procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I work constantly to improve our services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The services we offer our clients are the best available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree or Strongly Disagree? Please elaborate:

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# Solid Ground Job Satisfaction Survey 2010

## V. Non-Direct Service Staff (Customer Service)

### A. Are you a Non-Direct Services Provider? (required)

☐ yes

☐ no

### B. For Non-Direct Service Staff only

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. I have the discretion to make decisions necessary to meet the needs of the people my position supports.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My efforts to do a good job for people my position supports are NOT blocked by unnecessary contract requirements or agency policies/procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I work constantly to improve our services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The services we offer are the best available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

# Solid Ground Job Satisfaction Survey 2010

## VI. Communication

### A. Management Communication

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. Communication from upper management (Executive Director, Department Directors) is sufficiently frequent and relevant to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Upper management (Executive Director, Department Directors) spends time talking with staff about our agency direction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. People in this job regularly receive formal communication regarding agency goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I know what is expected of me at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I am informed whenever decisions are to be made that affect my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I know the goals of my program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I know the mission of Solid Ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am familiar with Solid Ground's Strategic Plan and goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

# Solid Ground Job Satisfaction Survey 2010

## VII. Culture

### A. Workplace Culture

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. Upper management (Executive Director, Cabinet, Department Director) demonstrates their commitment to build a diverse workforce.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I know my coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My organization values the contributions of employees regardless of race, gender or ethnic identity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel a multicultural workforce contributes to Solid Ground's success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. For issues that may have serious consequences, I express my opinions honestly even when others may disagree.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I "touch base" with my coworkers before initiating actions that might affect them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. People in this job are allowed to make important work related decisions such as how the work is done or implement new ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

# Solid Ground Job Satisfaction Survey 2010

## VIII. Anti-Racism Initiative (ARI)

### A. How do you feel about the ARI?

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1. I believe the agency has significantly improved the hiring and retention of People of Color at Solid Ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I think examining and discussing issues of race and racism helps me be more effective in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am comfortable building relationships with peers and clients from different cultures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The ARI has generally improved the quality and impact of services delivered to agency clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The ARI has improved the quality and impact of my work with my coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The ARI has impacted me personally in a positive way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The ARI has impacted me professionally in a positive way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Did you respond with a Disagree, or Strongly Disagree? Please elaborate:

### B. I am engaged in the Anti-Racism Initiative work because...

### C. I am not engaged in the Anti-Racism Initiative work because...

## Solid Ground Job Satisfaction Survey 2010

### IX. Final Thoughts?

Please leave us with any parting thoughts, concerns or questions you are willing to share. Your feedback is a gift, and we thank you for participating in the survey.